

BOARD OF COUNTY COMMISSIONERS

AGENDA ITEM SUMMARY

MEETING DATE: 6/21/2006

DIVISION: COMMUNITY SERVICES

BULK ITEM: YES X NO

DEPARTMENT: SOCIAL SERVICES

AGENDA ITEM WORDING: Approval of Amendment #006 to OAA Contract #AA-529 between the Alliance for Aging, Inc. (Area Agency on Aging for Miami-Dade and Monroe Counties) and the Monroe County Board of County Commissioners/Monroe County Community Services (In-Home Services and Nutrition Programs).

ITEM BACKGROUND: The purpose of this Amendment is to decrease the amount under contract for the 3 month extension period ending March 31, 2006 by \$5,722.00 for a 3 month extension total of \$121,152.00. This decrease is non-recurring and will not affect the contract allocation in subsequent periods.

PREVIOUS RELEVANT BOCC ACTION: Approval of Amendment #004 to OAA Contract #AA-529 on January 18, 2006.

CONTRACT/AGREEMENT CHANGES: Allotted funds now are Title III-B \$27,500.00; Title C-I \$39,650.00, Title C-II \$46,198.00 and Title III-E \$7,804.00

STAFF RECOMMENDATION: Approval

TOTAL COST: \$141,748.00
COST TO COUNTY: \$20,596.00

BUDGETED: YES X NO
SOURCE OF FUNDS: Ad Valorem Taxes

REVENUE PRODUCING: YES NO X **AMT.PER MONTH** **YEAR**

APPROVED BY: COUNTY ATTY. X OMB/Purchasing X RISK MANAGEMENT X

DIVISION DIRECTOR APPROVAL: Sheila A Barker
SHEILA BARKER

DOCUMENTATION: INCLUDED X TO FOLLOW NOT REQUIRED

DISPOSITION: **AGENDA ITEM#:**

MONROE COUNTY BOARD OF COUNTY COMMISSIONERS

CONTRACT SUMMARY


Contract with: Alliance For Aging, Inc.

Contract # Amendment #006 for
Contract #AA-529 (extension)

Effective Date: 1/1/2006

Expiration Date: 3/31/2006

Contract Purpose/Description: Approval of Amendment #006 to the OAA Contract #AA-529 (extension), (1/1/06-3/31/06) will decrease the amount under contract by \$5,722.00 for a 3 month extension total of \$121,152.00.

Contract Manager: Deloris Simpson
(Name) 

4589 Community Services/Stop 1
(Ext.) (Department/Stop #)

For BOCC meeting on 6/21/06

Agenda Deadline: 6/6/06

CONTRACT COSTS

Total Dollar Value of Contract: (extension) \$141,748.00

Current Year Portion: \$

Budgeted? Yes X No

Account Codes:

Grant: \$ 121,152.00

County Match: \$20,596.00



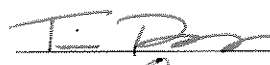

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ADDITIONAL COSTS

Estimated Ongoing Costs: \$ /yr
(Not included in dollar value above)

For:
(eg. Maintenance, utilities, janitorial, salaries, etc)

CONTRACT REVIEW

| | Date In | Changes Needed | Reviewer | Date Out |
|-------------------|---------|---|--|----------|
| Division Director | | Yes <input type="radio"/> No <input checked="" type="radio"/> |  | 6/6/06 |
| Risk Management | 6-5-06 | Yes <input type="radio"/> No <input checked="" type="radio"/> |  | 6-5-06 |
| O.M.B./Purchasing | 6/5/06 | Yes <input type="radio"/> No <input checked="" type="radio"/> |  | 6/5/06 |
| County Attorney | 6/2/06 | Yes <input type="radio"/> No <input checked="" type="radio"/> |  | 6-2-06 |

Comments: Should have original contract & amend: attached.

THIS AMENDMENT, entered into between the **Alliance for Aging, Inc.** hereinafter referred to as the "Alliance", and **Monroe County Board of Commissioners.**

The purpose of this amendment is to decrease the amount under contract for the 3 month extension period ending March 31, 2006 by \$ 5,722 for a total of \$ 121,152. This decrease is non-recurring and will not affect the contract allocation in subsequent periods. The breakdown by Title will be as following:

Title III B: \$27,500

Title C1: \$39,650

Title C2: \$46,198

Title III E: \$7,804

1. This amendment shall begin on January 1, 2006 or the date it has been signed by both parties, whichever is earlier.

All provisions in the contract and any attachments thereto in conflict with this amendment shall be and are hereby changed to conform with this amendment.

All provisions not in conflict with this amendment are still in effect and are to be performed at the level specified in the contract are hereby amended to conform with this amendment.

This amendment and all its attachments are hereby made a part of the contract.

IN WITNESS WHEREOF, the parties hereto have caused this amendment to be executed by their undersigned officials as duly authorized.

PROVIDER:

Monroe County Board of
Commissioners.

ALLIANCE FOR AGING, INC.

SIGNED BY: _____

SIGNED BY: _____

NAME: Charles "Sonny" McCoy

NAME: Steven Weisberg, M. S.


TITLE: Mayor

TITLE: President & CEO

DATE: _____

DATE: _____

MONROE COUNTY ATTORNEY
APPROVED AS TO FORM:


SUSAN M. GRIMSLEY
ASSISTANT COUNTY ATTORNEY

Amendment 005

CONTRACT AA-529

Page 1

THIS AMENDMENT, entered into between the **Alliance for Aging, Inc.** hereinafter referred to as the "Alliance", and **Monroe County Social Services**

The purpose of this amendment is to reduce/de-obligate your OAA contract by a total of \$ 8,000 under Title III-E.

This de-obligation is on a one-time basis and does not affect future funding allocations.

1. This amendment shall begin on December 1, 2005 or the date it has been signed by both parties, whichever is earlier.

All provisions in the contract and any attachments thereto in conflict with this amendment shall be and are hereby changed to conform with this amendment.

All provisions not in conflict with this amendment are still in effect and are to be performed at the level specified in the contract are hereby amended to conform with this amendment.

This amendment and all its attachments are hereby made a part of the contract.

IN WITNESS WHEREOF, the parties hereto have caused this 1-page amendment to be executed by their undersigned officials as duly authorized.

PROVIDER:

Monroe County

ALLIANCE FOR AGING, INC.

SIGNED BY: _____

SIGNED BY: _____

NAME: _____

Charles "Sonny" McCoy

NAME: _____

Steven Weisberg, M. S.

TITLE: _____

Mayor/Chairman

TITLE: _____

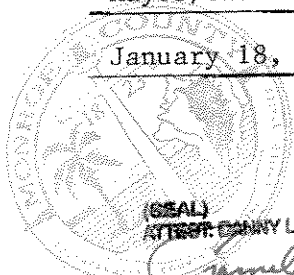
President & CEO

DATE: _____

January 18, 2006

DATE: _____

1/24/06



(SEAL)

ATTEST: DANNY L. KOLHAGE CLERK

[Signature]
DEPUTY CLERK

MONROE COUNTY ATTORNEY
APPROVED AS TO FORM

[Signature]
SUZANNE A. HUTTON
ASSISTANT COUNTY ATTORNEY

Date

12/29/05

OLDER AMERICANS ACT STANDARD FIXED RATE AGREEMENT – 2005

THIS AGREEMENT is entered into between the Alliance for Aging, Inc., hereinafter referred to as the "Alliance," and **Monroe County Board of Commissioners**, hereinafter referred to as the "recipient." This agreement is subject to all provisions contained in the MASTER AGREEMENT executed between the Alliance and the Recipient, **Agreement No. PA-429**, and its successor, incorporated herein by reference.

The parties agree:

I. Recipient Agrees:

A. Services to be Provided:

To plan, develop, and accomplish the services delineated, or otherwise cause the planning, development, and accomplishment of such services and activities, under the conditions specified and in the manner prescribed in Attachment I of this agreement.

B. Requirements of Section 287, Florida Statutes:

These requirements are herein incorporated by reference.

C. Final Request for Payment:

The recipient must submit the final request for payment to the Alliance no more than 45 days after the agreement ends or is terminated; **if the recipient fails to do so, all right to payment is forfeited, and the Alliance will not honor any requests submitted after the aforesaid time period.** Any payment due under the terms of this agreement may be withheld until all reports due from the recipient, and necessary adjustments thereto, have been approved by the Alliance.

II. The Alliance agrees:

A. Agreement Amount:

To pay for services according to the conditions of **Attachment I** in an amount not to exceed **\$502,493.00**, subject to the availability of funds.

B. Obligation to Pay:

The Alliance's performance and obligation to pay under this agreement is contingent upon an annual appropriation by the Legislature and passed through the State of Florida Department of Elder Affairs.

C. Source of Funds:

The costs of services paid under any other agreement or from any other source are not eligible for reimbursement under this agreement. The funds awarded to the recipient pursuant to this agreement are in state grants and aids appropriations and consist of the following:

January 1, 2005

Agreement Number AA-529

| Program Title | Year | Funding Source | CFDA# | Funds Amounts |
|---|------|--|--------|---------------------|
| OAA Title IIIB Support Services | 2005 | US Department of Health & Human Services | 93.044 | \$110,000.00 |
| OAA Title IIIC1 Congregate Meals | 2005 | " | 93.045 | \$158,599.00 |
| OAA Title III C2 Home Delivered Meals | 2005 | " | 93.045 | \$184,789.00 |
| OAA Title IIIE Services | 2005 | " | 93.052 | \$49,105.00 |
| TOTAL FUNDS CONTAINED IN THIS AGREEMENT: | | | | \$502,493.00 |

III. Recipient and Alliance Mutually Agree:

A. Effective Date:

1. This agreement shall begin on January 1, 2005.
2. This agreement shall end on December 31, 2005.

B. Termination, Suspension and/or Enforcement:

The causes and remedies for termination or suspension of this agreement shall follow the same procedures as outlined in Section III.B. and Section III.C. of the Master Agreement.

C. Recipient Responsibility:

Notwithstanding the pass-through language contained in Section 1.S.1. of the Master Agreement, the recipient maintains responsibility for the performance of all sub-recipients and vendors in accordance with all applicable federal and state laws. (Code of Federal Regulations (CFR) Title 45, Chapter, XIII, Part 1321.)

D. Notice, Contact, and Payee Information:

1. The name, address, and telephone number of the grant manager for the Alliance for this agreement is:

Steven Weisberg, M. S.
9500 S. Dadeland Boulevard, Suite 400
Miami, FL 33156
305-670-6500

2. The name, address, and telephone number of the representative of the recipient responsible for administration of the program under this agreement is:

Louis LaTorre
GATO Building – 1100 Simonton Street
Key West, FL 33040
(305) 292-4573

January 1, 2005

Agreement Number AA-529

3. In the event different representatives are designated by either party after execution of this agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this agreement.
4. The name (recipient name as shown on page 1 of this agreement) and mailing address of the official payee to whom the payment shall be made:

Monroe County Board of Commissioners
GATO Building – 1100 Simonton Street
Key West, FL 33040

IN WITNESS THEREOF, the parties hereto have caused this 15-page agreement to be executed by their undersigned officials as duly authorized.

RECIPIENT:

ALLIANCE FOR AGING, INC.

MONROE COUNTY BOARD OF
COMMISSIONERS

BOARD PRESIDENT OR
AUTHORIZED DESIGNEE

SIGNED BY:

Dixie M. Spehar

SIGNED BY:

Steven Weisberg

NAME:

Dixie M. Spehar

NAME:

Steven Weisberg, M. S.

TITLE:

Mayor/Chairman

TITLE:

President/CEO

DATE:

December 15, 2004

DATE:

12/27/04

FEDERAL ID NUMBER:

59-6000749

RECIPIENT FISCAL YEAR END DATE:

09/30

MONROE COUNTY ATTORNEY
APPROVED AS TO FORM:

Suzanne A. Hutton
SUZANNE A. HUTTON

ASSISTANT COUNTY ATTORNEY

Date

11/29/04

(SEAL)

ATTEST: CANNY L. KOLHAGE CLERK

BY

Canny L. Kolhage
DEPUTY CLERK

**ATTACHMENT I
OLDER AMERICANS ACT PROGRAM**

I. STATEMENT OF PURPOSE

The Older Americans Act (OAA) Program is a federal program that provides assistance to older persons and caregivers.

To enhance the provision of services at the local level, the Department of Elder Affairs is charged with dividing the state into distinct planning and service areas (PSAs) and designating an Area Agency on Aging (AAA) for each of them. The Alliance is responsible for assessing the needs of older persons within PSA-11.

The OAA Program is the only federal supportive services program directed solely toward improving the lives of older people. The Alliance fosters the development and implementation of comprehensive and coordinated systems to serve older individuals. Under current law, all service providers funded under part B of the Act must follow priorities established by the Alliance and approved by the Department of Elder Affairs for serving the elderly, providing assurances that preference will be given to those with the greatest economic and social need, with particular attention to low-income minority older individuals residing in rural areas.

The Older Americans Act provides a framework for a partnership among the different levels of government and the public and private sectors with a common objective – improving the quality of life for all older Americans by helping them to remain independent and productive.

II. SERVICES TO BE PROVIDED

A. Services:

The recipient's service application for the calendar year 2005, and any revisions thereto approved by the Alliance and located in the grant manager's file, are incorporated by reference in this agreement between the Alliance and the recipient and prescribe the manner in which the recipient will meet the requirements of the Older Americans Act as amended in 2000.

B. Manner and Service Provision:

The services will be provided in a manner consistent with and described in the recipient's service provider application for the calendar year 2005, the Department of Elder Affairs Home and Community-Based Services Handbook dated 1/03, the Department of Elder Affairs National Family Caregiver Support Program Guidelines, and the Department of Health and Human Services, Office of Assistant Secretary, Administration on Aging, Program Instruction, AoA-PI-01-02. In the event the manual or guidelines are revised, such revisions will automatically be incorporated into the agreement and the recipient will be given a copy of the revisions. The recipient agrees to perform the services of the agreement in accordance with all federal, state, and local laws, rules, regulations and policies that pertain to Older Americans Act funds.

III. METHOD OF PAYMENT

- A.** The method of payment in this agreement includes advances, cost reimbursement and/or fixed price for some Title III E services and fixed rate for all other services. The recipient must ensure all costs and fixed rates include only those costs which are in accordance with all applicable state and federal statutes and regulations and are based on historical costs and audited historical costs when applicable. All requests for payment and expenditure reports submitted to support requests for payment shall be on DOEA forms 106A, 105A and 106E.

This agreement is subject to those Federal cost principles applicable to the particular organization concerned [Office of Management and Budget (OMB) circulars A-87, A-122, A-21, 45 CFR part 74, and 48 CFR part 31].

- B.** The recipient shall maintain documentation to support payment requests which shall be available to the Alliance, Department of Elder Affairs staff or the Comptroller for the State of Florida upon request.
- C.** The due date for the request for payment and expenditure reports shall be on the 5th day of the month following the month being reported.
- D.** The Alliance shall make payment to the recipient for a total dollar amount not to exceed **\$502,493.00**, subject to the availability of funds. Rates listed in Paragraph E are the Alliance's share not to exceed 90% of the gross cost per unit of service.
- E.** The Alliance shall make payment to the recipient for provision of services up to a maximum number of units of service and at the rate(s) stated below:

| Service to be Provided | Unit of Service | Unit Rate | Maximum Units | Maximum Dollars |
|---------------------------|-----------------|-----------|---------------|-----------------|
| Homemaker | 1 hour | 30.64 | 1,542 | \$47,276.00 |
| Personal Care | 1 hour | 34.75 | 1,805 | 62,724.00 |
| Congregate Meals | 1 meal | 8.95 | 17,398 | 155,714.00 |
| Nutrition Education (C-1) | Episode | 412.12 | 7 | 2,885.00 |
| Home Delivered Meals | 1 meal | 5.70 | 32,241 | 183,777.00 |
| Nutrition Education (C-2) | Episode | 505.88 | 2 | 1,012.00 |
| In-Home Respite (3E) | 1 hour | 27.87 | 960 | 26,763.00 |
| Facility Respite (3E) | 1 hour | 9.85 | 2,268 | 22,342.00 |

- F.** If applicable, recipient may implement a Modified Spending Authority for these services, **WITHIN THEIR RESPECTIVE TITLES.**

Under this Modified Spending Authority, the total units of service and maximum dollar amount projected by the recipient and approved under **Section III.E** may fluctuate based on consumers' service plans. Additional budget revisions/amendments will not be required in order to move funding among services within any given funding title, with the exception of Screening/Assessment, Case Aide, and Case Management. The total

agreement amount per funding title cannot be exceeded without prior approval and an agreement amendment.

- G. The recipient may request a monthly advance for each of the first two months of the agreement period, based on immediate anticipated cash needs. Detailed documentation justifying cash needs for advances must be submitted with the signed agreement, approved by the Alliance, and maintained in the grant manager's file. For-profit organizations cannot receive advance funds. All payment requests for the third through the twelfth months shall be based on the submission of monthly actual expenditure reports beginning with the first month of the agreement. The schedule for submission of invoices is **ATTACHMENT II** to this agreement. Reconciliation and recouping of advances made under this agreement are to be completed by the time the final payment is made. All payments are subject to the availability of funds.
- H. A final receipt and expenditure report (closeout report) will be forwarded to the Alliance within sixty (60) days after the agreement ends or is terminated. All monies which have been paid to the recipient and not used to retire outstanding obligations of the agreement being closed out must be refunded to the Alliance along with the final receipt and expenditure report.
- I. Interested Earned on General Revenue and Federal Funds: All interest income earned on the advance of general revenue and federal funds must be separately identified and returned to the Alliance, together with the payment and expenditure reports. Advances on Federal funds must be maintained in interest-bearing accounts in accordance with 45 CFR 74.22 (k). Interest amounts earned on Federal funds up to \$250.00 per year, may be retained by the recipient for administrative expenses.
- J. Any payment due by the Alliance under the terms of this agreement may be withheld pending the receipt and approval by the Alliance of all financial programmatic reports due from the recipient and any adjustments thereto, including any disallowance not resolved as outlined in Section I.T. of the Master Agreement.
- K. The recipient agrees to implement the distribution of funds as detailed in the service application and the Budget Summary, **ATTACHMENT III** to this agreement. Any changes in the amounts of federal funds identified on the Budget Summary form require an agreement amendment.
- L. Financial Reports: The recipient agrees to provide an accurate, complete and current disclosure of the financial results of this agreement as follows:
 - 1. To submit all requests for payment and expenditure reports according to the format, schedule and requirements specified in **ATTACHMENT I**.
 - 2. The completed manual units of service portions of the Older Americans Act Annual Report, if applicable, are due to the grant manager on the date established by the Alliance. The Department of Elder Affairs will obtain the remaining Report sections from the Consumer Information, Registration and Tracking System (CIRTS).

IV. SPECIAL PROVISIONS

A. Match

The recipient will assure a match requirement of at least 10 percent of the cost for all services funded through this agreement. The recipient's match will be made in the form of cash and/or in-kind resources. At the end of the agreement period, all Older Americans Act funds expended must be properly matched.

B. Consumer Contributions and Co-payments for Services

- 1) The recipient assures compliance with Section 315 of the Older Americans Act as amended in 2000, in regard to consumer contributions. Sub-recipients may charge co-payments to those persons able to pay part or all of the cost of services only for services not paid for with Older Americans Act funds.
- 2) Voluntary contributions are not to be used for cost sharing or matching. (See Title 45, chapter XIII, Part 1321.67, CFR.)
- 3) Accumulated voluntary contributions are to be used prior to requesting Federal reimbursement. (See Title 45, Chapter XIII, Part 1321.67, CFR.)
- 4) Voluntary contributions and related interest earned are program income and must be used to expand services.

C. Title III Funds

The recipient assures compliance with Section 306 of the Older Americans Act as amended in 2000, that funds received under Title III will not be used to pay any part of a cost (including an administrative cost) incurred by the recipient to carry out an agreement or commercial relationship that is not carried out to implement Title III.

D. Carry Forward Funds

Carry forward funds must be identified on the computation of carry forward report submitted with the closeout report and requests for award of carry forward funds must be justified by the recipient and approved by the Alliance. All OAA carry forward funds must be budgeted in the same title as originally awarded.

E. Prioritization for Service Delivery

The recipient shall develop and implement policies and procedures consistent with Older Americans Act targeting criteria.

F. Information and Referral

The recipient agrees to adhere to the Standards for Professional Information & Referral, **ATTACHMENT IV** to this agreement. The basis of these standards are those found in the standards published by the Alliance for Information & Referral

January 1, 2005

Agreement Number AA-529

Systems (AIRS), copyright 2000, and amended by the Department of Elder Affairs to meet the unique needs of the Elder Helpline system.

G. Service Cost Reports

The recipient will submit semi-annual service cost reports which reflect actual costs of providing each service by program. This report provides information for planning and negotiating unit rates.

H. Caregiver Forums

The recipient will collaborate with the Alliance in supporting a Statewide Caregiver Forum coordinated by the Department of Elder Affairs. The Alliance will sponsor the attendance of a minimum of ten caregivers and contribute \$1,000.00 toward the expense of speakers and miscellaneous training expenses using agreement funds. Sponsorship of caregivers includes providing funds for all expenses related to caregivers attending this event; to include registration, travel, and local respite services. Recipients are also encouraged to help the Alliance plan and conduct local caregiver forums utilizing Title III-E funds. Caregiver Forums are defined in the Department of Elder Affairs Title III-E National Family Caregiver Support Guidelines.

January 1, 2005

Agreement Number AA-529

**ATTACHMENT II
AGREEMENT REPORT CALENDAR**

ADVANCE BASIS AGREEMENT

TITLE III

| Report Number | Month | Based On | Submit To Alliance On This Date |
|--------------------------|--------------|------------------------------|--|
| 1 | January | Advance * | January 1 |
| 2 | February | Advance * | January 1 |
| 3 | March | January Expenditure Report | February 5 |
| 4 | April | February Expenditure Report | March 5 |
| 5 | May | March Expenditure Report | April 5 |
| 6 | June | April Expenditure Report | May 5 |
| 7 | July | May Expenditure Report | June 5 |
| 8 | August | June Expenditure Report | July 5 |
| 9 | September | July Expenditure Report | August 5 |
| 10 | October | August Expenditure Report | September 5 |
| 11 | November | September Expenditure Report | October 5 |
| 12 | December | October Expenditure Report | November 5 |
| 13 | | November Expenditure Report | December 5 |
| 14 | | December Expenditure Report | January 5 |
| 15 | | Final Payment Request | February 14 |
| 16 | | Closeout Package | February 28 |

Legend: * Advance based on projected cash need.

Submission of expenditure reports may or may not generate a payment request. If **final expenditure report** reflects funds due back to the Alliance, payment is to accompany the report.

Note #1: Reports #1 and #2 for Advance Basis Agreements cannot be submitted to the Alliance until the agreement with the Alliance has been executed.

Note #2: The last two months of the recipient's fiscal reports covering actual expenditures shall reflect an adjustment repaying advances for the first two months of the agreement, if advances have not been recouped.

January 1, 2005

Agreement Number AA-529

**ATTACHMENT III
BUDGET SUMMARY**

2005 OOA BUDGET SUMMARY

Recipient: Monroe County Board of Commissioners **Agreement No.:** AA-529

DISTRIBUTION OF AWARD BY TITLE

FEDERAL SHARE

| | |
|-------------------------------------|----------------------------|
| <u>OAA Title III-B</u> | <u>\$110,000.00</u> |
| <u>OAA Title III-C-1</u> | <u>\$158,599.00</u> |
| <u>OAA Title III-C-2</u> | <u>\$184,789.00</u> |
| <u>OAA Title III-E</u> | <u>\$49,105.00</u> |
| <u>TOTAL FEDERAL AMOUNT:</u> | <u>\$502,493.00</u> |

**ATTACHMENT IV
OLDER AMERICANS ACT PROGRAM**

**SUMMARY OF STANDARDS FOR PROFESSIONAL
INFORMATION & REFERRAL**

I. SERVICE DELIVERY

Standard 1: Information Provision

The Information and Referral (I & R) service shall provide accurate information to an inquirer in response to a direct request for such information. Information can range from a limited response (such as organization's name, telephone number, and address) to detailed data about community service systems (such as explaining how a group intake system works for a particular agency), agency policies, and procedures for application. Every call, including information only calls, shall be documented. Documentation shall include the type of information requested and the action taken.

The I & R Specialist shall encourage inquirers to call back if the information proves incorrect, inappropriate, or insufficient to link them with needed service(s).

Standard 2: Referral Provision

The I & R service shall provide information and referral services in which the inquirer has one-to-one contact with an I & R specialist. The referral process consists of assessing the needs of the inquirer, identifying appropriate resources, assessing appropriate response modes, indicating organization capable of meeting those needs, providing enough information about each organization to help inquirers make an informed choice, helping inquirers for whom services are unavailable by locating alternative resources, and actively participating in linking the inquirer to needed services. Follow-up is required for each referral. The referral cannot be counted until follow-up is complete.

The I & R Service shall provide the ability to access to its services for individuals and groups who have special needs (i.e. TDD/TTY access for people with hearing impairments, and language access for inquirers who speak languages other than English.)

The I & R service shall utilize technology that improves access to service and enhances its ability to serve inquirers efficiently and effectively while preserving the level and quality of its core services. Technology includes telephone systems, I & R software packages, and searchable I & R databases on the Internet.

Standard 3: Advocacy/Intervention

The I & R service shall offer advocacy to ensure that people receive the benefits and services to which they are entitled and that organizations within the established service delivery system meet the collective needs of the community. For purposes of these standards, advocacy does not include any actions specifically prohibited by Federal

cost principles. All advocacy efforts shall be consistent with policies established by the government body of the I & R service and shall proceed only with the permission of the inquirer.

The I & R service shall intervene on behalf of individuals to help them establish eligibility for or obtain needed services when they have been denied benefits or services to which they are entitled, or when they need assistance to communicate their needs to a service provider.

Standard 4: Follow-Up

Follow-up on referrals must be completed within 10 calendar days, either by telephone or visit to the inquirer and/or the organization, to determine that services are being provided and that the elder or caregiver is satisfied with the services as provided, unless a crisis situation suggests more immediate follow-up.

If the inquirer has not received services or the need has not been met, the I & R service shall determine whether there is still a need and make additional appropriate referrals. The I & R service shall also document the follow-up results (that service was not received) for future reference.

II. RESOURCE DATABASE

Standard 5: Inclusion/Exclusion Criteria

The I & R service shall have a written policy that describes inclusion/exclusion criteria for the resource database. The inclusion/exclusion criteria shall be reviewed on a regular basis to ensure that they continue to meet the changing needs of the community. These criteria shall be uniformly applied and published so that staff and the public will be aware of the scope and limitations of the database.

If the I & R service charges a fee for the inclusion of organizations in its database, that practice shall be published as a part of its inclusion/exclusion criteria.

Standard 6: Data Elements

A standardized profile shall be developed for each county's organization within the planning and service area. The database shall include:

- Provider's legal name, common name and acronym
- Address (mailing and physical location)
- Telephone number(s)
- Hours and days of operation
- Legal Status (non-profit, government, for-profit, unincorporated group)
- Description of services
- Method (Source) of Payment (Medicaid, Medicare, private insurance)
- Date the information was last verified

Standard 7: Indexing the Resource Database/Search Methods

Information in the resource database shall be indexed and accessible in ways that support the I & R process.

Standard 8: Classification System (Taxonomy)

The I & R service shall use the AIRS/INFO LINE Taxonomy of Human Service classification system.

Standard 9: Database Maintenance

The resource database shall be updated through continuous revision or at intervals sufficiently frequent to ensure accuracy of information and comprehensiveness of its contents. The resource database shall be updated at least annually and records in the database shall include the date of the last update.

III. REPORTS AND MEASURE

Standard 10: Inquirer Data Collection

The I & R service shall establish and use a system for collecting and organizing inquirer data which facilitates appropriate referrals and provides a basis for describing requests for service, identifying service gaps and overlaps, assisting with needs assessments, supporting the development of products, identifying issues for staff training and facilitating the development of the resource information system. Inquirer data includes information gathered during follow-up as well as that acquired during the original contract.

The I & R service shall have in place appropriate security precautions which protect and keep confidential data collection forms and inquirer information.

Standard 11: Data Analysis and Reporting

The I & R service shall develop reports using inquirer data and/or data from the resource database to support community planning activities (or planning at other levels), internal analysis and advocacy.

Beginning January 2005, the I & R service shall submit quarterly reports to the Department of Elder Affairs. Reports shall provide total number of incoming calls, type of service requested, referrals (clients served), unmet needs, and gaps in services.

IV. COOPERATIVE RELATIONSHIPS

Standard 12: Cooperative Relationships within the Local I & R System

In communities which have a multiplicity of comprehensive and specialized I & R providers, the I & R service shall develop cooperative working relationships to build a coordinated I & R system which ensures broad access to information and referral services, maximizes the utilization of existing I & R resources, avoids duplication of effort and encourages seamless access to community resource information. I & R

services within the system may choose to be "full service" programs performing all necessary I & R functions within their designated service area; or may prefer to partner with one or more I & R services to share those functions (e.g., one I & R service might build and maintain the resource database and another might assume responsibility for service delivery.)

Standard 13: Cooperative Relationships within the Local Service Delivery System

The I & R service shall strive to develop cooperative working relationships with local service providers to build an integrated service delivery system which ensures broad access to community services, maximizes the utilization of existing resources, avoids duplication of effort and gaps in services, and facilitates the ability of people who need services to easily find the most appropriate provider.

Standard 14: Cooperative Relationships Among Local, State or Provincial, Regional, National, and International I & R Providers

Comprehensive and specialized I & R services at all geographic levels (local, state/provincial, regional, national and international) shall strive to develop formal and informal working relationships with the objective of broadening the availability of information and referral to all inquiries, facilitating access to appropriate resources regardless of their origin and/or location, avoiding duplication of effort and funding, expanding the effectiveness of social analysis with more global information about needs and services, and augmenting the impact of advocacy efforts through coordination, where possible.

Standard 15: Participation in State or Provincial, Regional, National, and International I & R Associations

The I & R service shall strive to strengthen state, regional, and national I & R associations by participating in activities.

V. ORGANIZATIONAL REQUIREMENTS

Standard 16: Governance

The auspices under which the I & R service operates shall ensure the achievement of I & R goals and meet the standards set forth by the Department of Elder Affairs.

Standard 17: Personnel Administration

The I & R service shall provide a framework and mechanisms for program, personnel management and administration that guarantee the continuity and consistency required for effective service delivery.

Standard 18: Staff Training

The I & R service shall have a training policy and make training available to paid and volunteer staff.

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Standard 19: Promotion and Outreach

The I & R service shall establish and maintain a program which increases public awareness of I & R services, their objectives, and their value to the community. At least two outreach projects targeting low-income minority and rural elders must be completed annually.